

JOB DESCRIPTION

Job Title: Trainee Support Technician		Ref No:	JE Ref: G146
Department: Business and Technology Solutions		Band: 3	Location Dumfries and Galloway
Responsible To:	Cyber Security & Infrastructure Officer		
Responsible For:	N/A		
Job Purpose:	To provide a full range of efficient and effective tasks in the delivery of ICT services as part of the Voice team provisioning an effective, secure and robust ICT infrastructure, specifically telecommunications.		
Main Responsibilities:	• Participate in the management of incident/problem identification, resolution and escalation. • Participate in the provision of technical support for the council's ICT infrastructure. • Participate in the management and administration of the council's ICT infrastructure. • Participate in the management and capacity planning & system monitoring across the council ICT infrastructure.		
Job Activities:	• With minimum supervision carry out routine support duties and tasks • Assist in providing high quality technical support and advice to users • Comply with the set-out procedures and observe confidentiality • Assist with the maintenance of records to allow reports and Performance information to be produced as required. • Assist with the delivery of ICT services to assist the council in meeting their service delivery objectives using appropriate ICT solutions. • Assist with providing an overall efficient Voice support service by planning and prioritising own workload, supporting more senior members of the team with specific tasks. • Liaise with suppliers and third-party support and maintenance providers • Liaise with staff at all levels and customers to resolve issues. • Keep up to date with emerging technologies		

Performance Management	<i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i> • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.	
Prepared by:	Robert Fraser	Date: 02/09/2025

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